

# Maine Department of Health and Human Services

## Office of Adult Mental Health

### Second Quarter Crisis Report

#### STATEWIDE

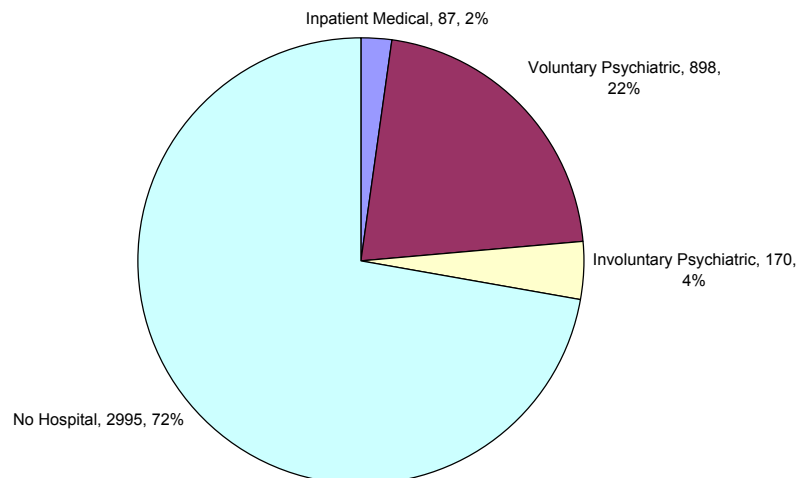
#### Second Quarter State Fiscal Year 2010

(October, November, December)

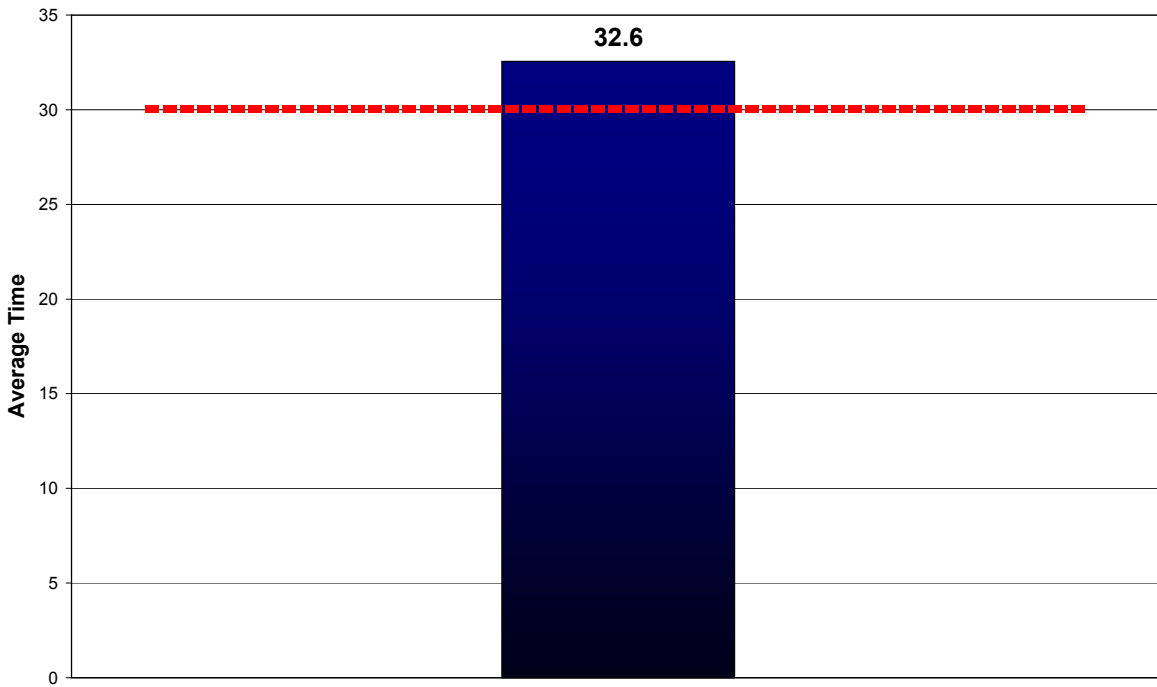
I. Consumer Demographics (Unduplicated Counts - Face to Face)									
Gender	Males	1875	Females	2005					
Age Range	18-21	361	22-35	1247	36-60	1904	61 & Older	334	
Payment Source	MaineCare	2318	Private	535	None	616	Other	389	
Guardianship Status	Public/DHHS Guardian			71	Private Guardian			78	
II. Summary of All Crisis Contacts									
a. Total number of telephone contacts.								30559	
b. Total number of all <i>INITIAL</i> face to face contacts.								4150	
c. Number of face to face contacts that are ongoing support for crisis resolution/stabilization.								787	
III. Initial Crisis Contact Information									
a. Total number/percentage of <i>INITIAL</i> face to face contacts in which wellness plan, crisis plan, ISP or advanced directive plan previously developed with the individual was used.								470	11%
b. Number/percentage of <i>INITIAL</i> face to face contacts who have a Community Support Worker (CI, ICI, ICM, ACT).								1077	26%
c. Number/percentage of <i>INITIAL</i> face to face contacts who have a Community Support Worker and whose worker was notified of the crisis.								1017	94%
d. SUM TOTAL/Average time <i>in minutes</i> for all <i>INITIAL</i> face to face contacts in II.b. from determination of need for face to face contact or when individual was ready and able to be seen to initial face to face contact.								135105	32.6
e. Number/percentage of <i>INITIAL</i> face to face contacts in Emergency Department with final disposition made within 8 hours of that contact.								2284	96%
f. Number/percentage of <i>INITIAL</i> face to face contacts <i>NOT</i> in Emergency Department with final disposition made within 8 hours of that contact.								1738	98%
IV. Site of Initial Face to Face Contacts									
Number / percentage of face to face contacts seen in :									
a. Primary Residence (Home)								394	9%
b. Family/Relative/Other Residence								4	0%
c. Other Community Setting (Work, School, Police Dept., Public Place)								109	3%
d. SNF, Nursing Home, Boarding Home								29	1%
e. Residential Program (Congregate Community Residence, Apartment Program)								28	1%
f. Homeless Shelter								14	0%
g. Provider Office								99	2%
h. Crisis Office								825	20%
i. Emergency Department								2372	57%
j. Other Hospital Location								182	4%
k. Incarcerated (Local Jail, State Prison)								94	2%
NOTE: Sum of Crisis Resolutions must equal II.b. (Total no. of all INITIAL face-to-face contacts)						Sec. IV Total		4150	100%
V. Initial Crisis Resolution (Mutually Exclusive & Exhaustive)									
Number / percentage of face to face contacts that resulted in:									
a. Crisis stabilization with no referral for mental health/substance abuse follow-up								282	7%
b. Crisis stabilization with <i>referral to new provider</i> for mental health/substance abuse follow-up								865	21%
c. Crisis stabilization with <i>referral back to current provider</i> for mental health/substance abuse follow-up								1195	29%
d. Admission to Crisis Stabilization Unit								626	15%
e. Inpatient Hospitalization-Medical								87	2%
f. Voluntary Psychiatric Hospitalization								898	22%
g. Involuntary Psychiatric Hospitalization								170	4%
h. Admission to Detox Unit								27	1%
NOTE: Sum of Crisis Resolutions must equal II.b. (Total no. of all INITIAL face-to-face contacts)						Sec. V Total		4150	100%

AMHI CONSENT DECREE REPORT		
IV.35	26%	No more than 20-25% of face to face contacts result in Psychiatric Hospitalization.
IV.36	32.6 Average Minutes	90% of Crisis Phone Calls Requiring Face to Face Assessments are responded to within an average of 30 minutes from the end of the phone call.
IV. 37	97%	90% of all Face to Face Assessments Result in Resolution for the Consumer Within 8 Hours of Initiation of the Face to Face Assessment.
IV.38	94%	90% of all Face to Face Contacts in which the client has a Community Support Worker, the Worker is notified of the crisis.

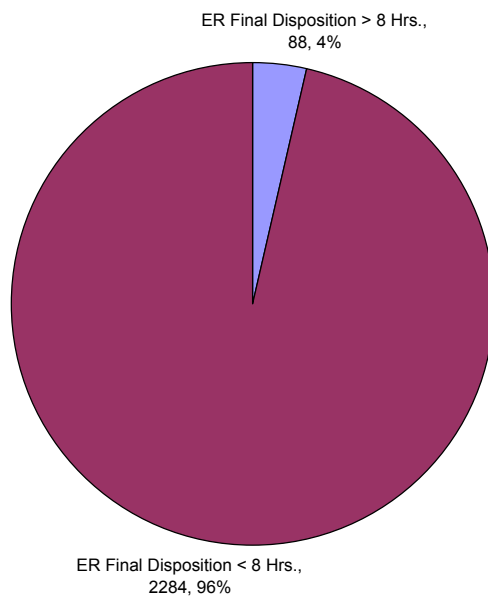
### Initial Contacts Hospitalized



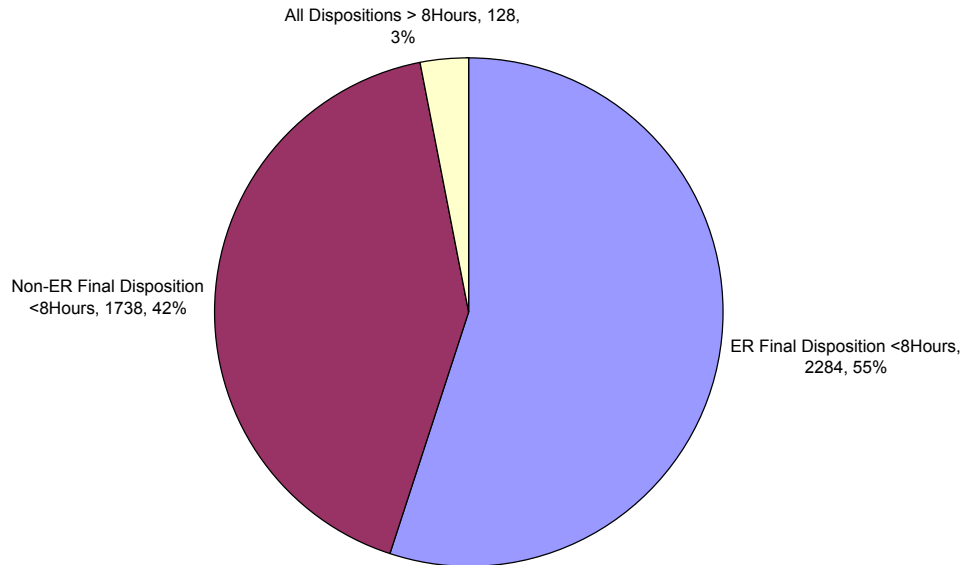
### Average Time From Need Determination To Initial Face to Face Contact



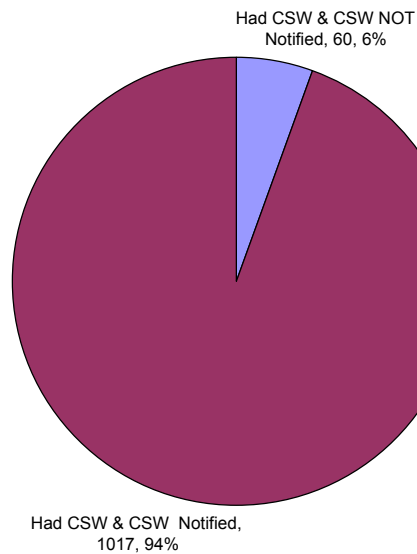
### Emergency Room Disposition Within 8 Hours



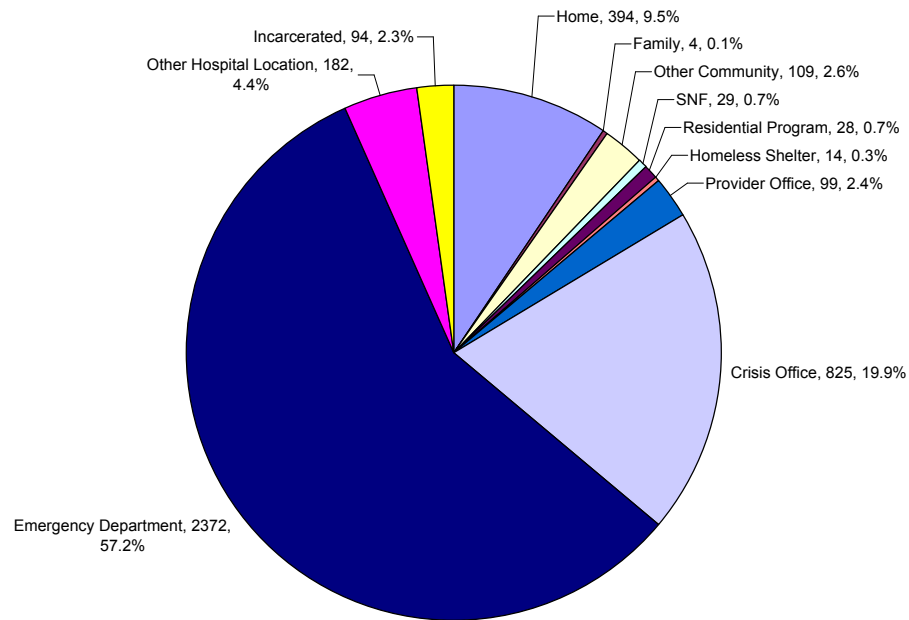
### Dispositions Within 8 Hours By Site



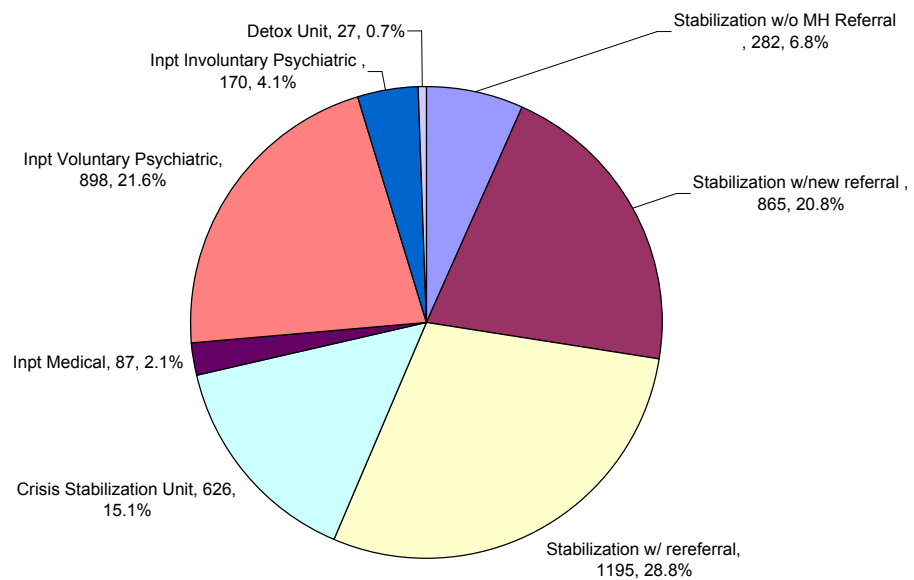
### Initial Face to Face Contacts in Which the Client has a CI Worker & The Worker is Notified of the Crisis



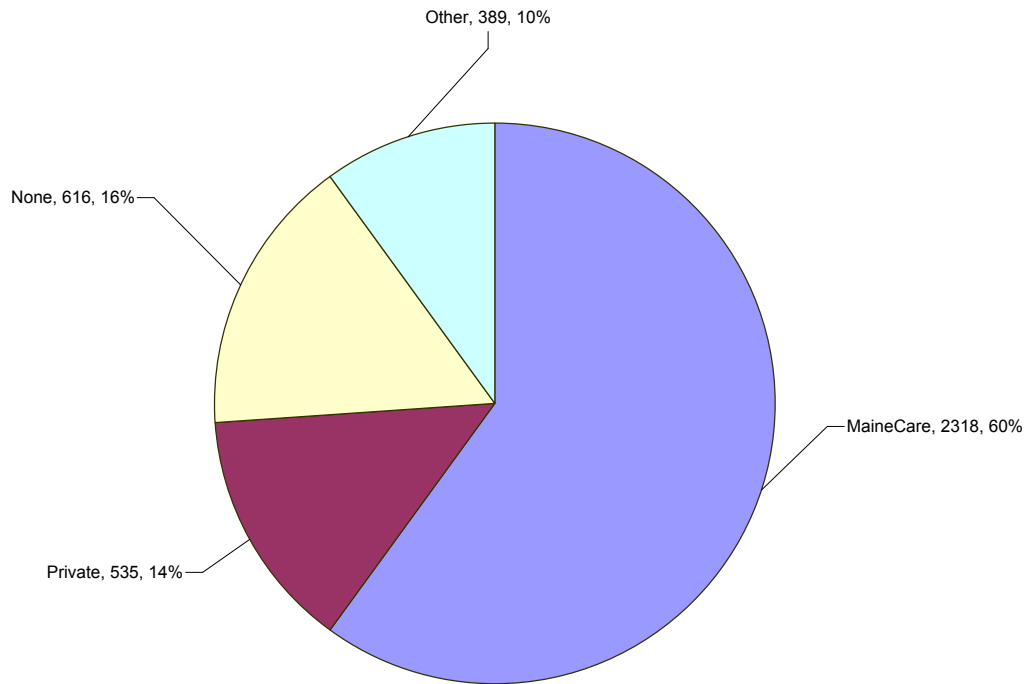
### Site of Initial Face to Face Contact



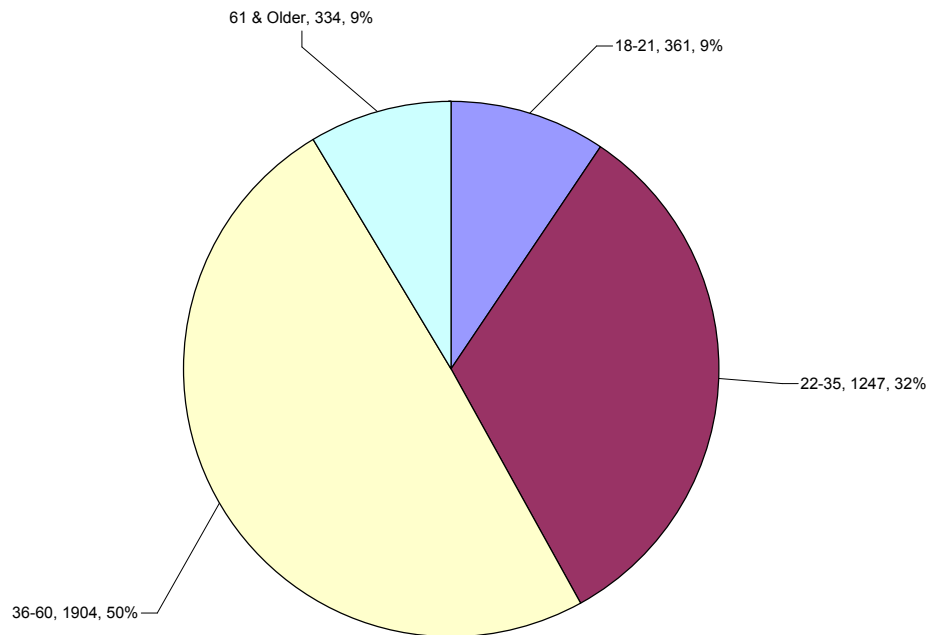
### Initial Crisis Resolution



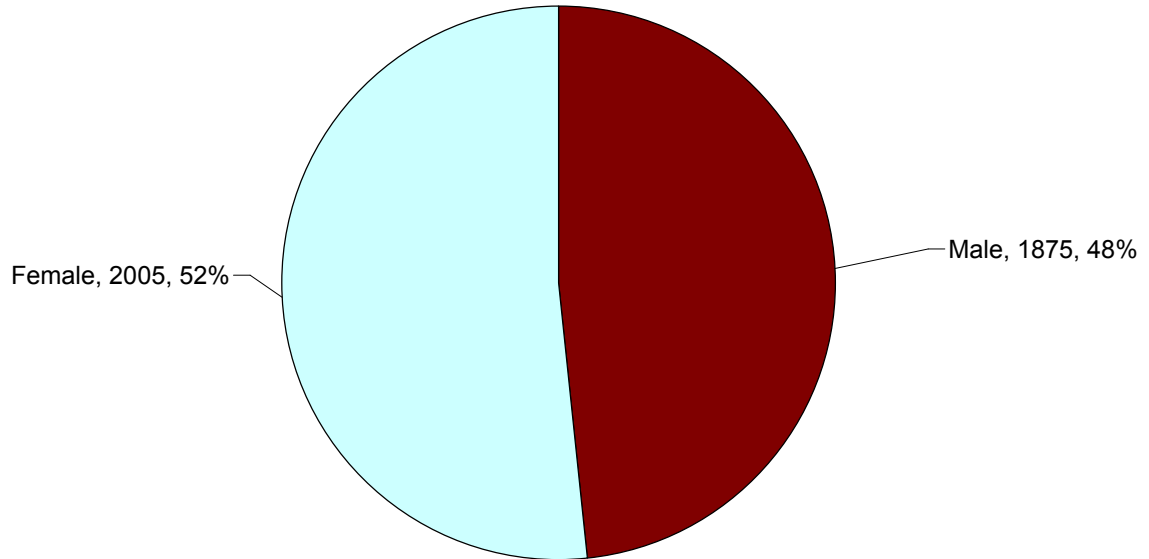
### Percentage of Adults Served By Payment Source



### Percentage of Adults Served By Age Cohort



### Percentage of Adults Served By Gender



### Face to Face Contacts Characteristics

